

# **COVID-19 Vaccines:**

Your best shot against  
COVID-19.

## **COVID-19 Vaccine Portal User Guide**

Version 13

Last Updated April 14, 2021





If you have any questions, please call us:

**COVID-19 Vaccine Help Center**  
**1 (888) 675-4567**

Weekdays: 7AM – 7PM Weekends: 8AM – 4PM

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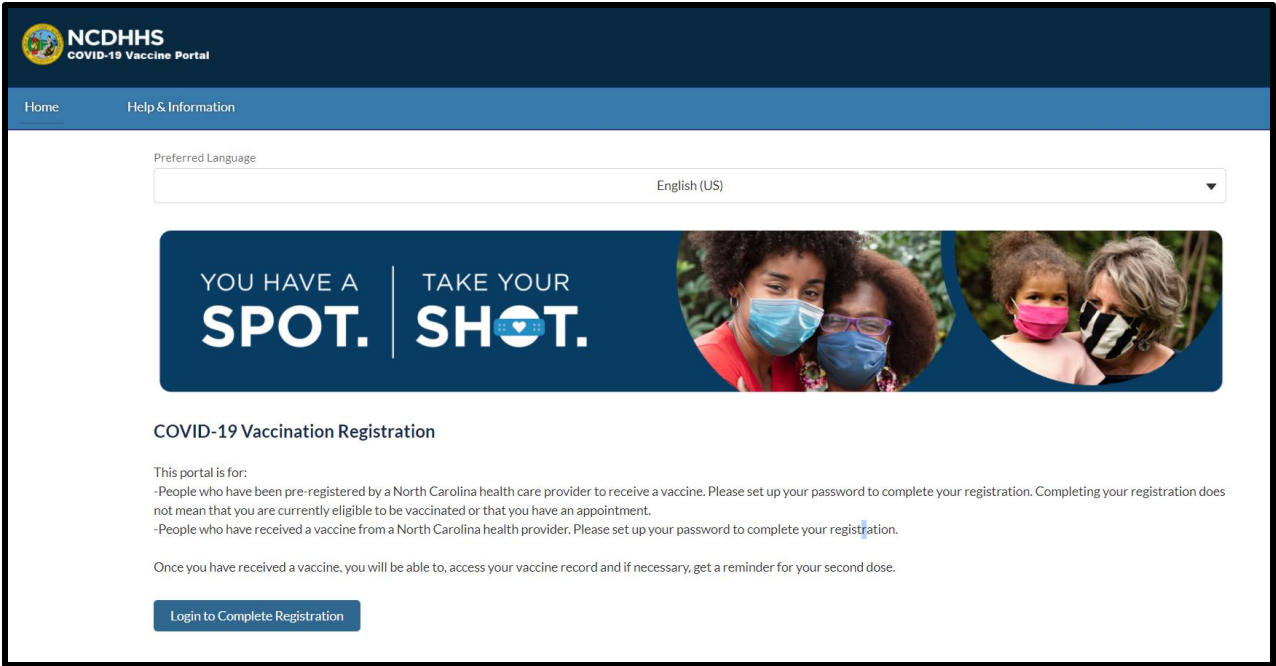
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# COVID-19 Vaccine Portal Overview



# Overview



*Please use the latest version of Chrome, Edge (Chromium) Firefox, or Safari browsers (Internet Explorer or Edge non-chromium browsers will not be supported).*

The primary intent of the COVID-19 Vaccine Portal is to enable you to register for the COVID-19 vaccine.

You will be invited by an authorized organization such as your employer or your Healthcare provider to complete the registration process through the COVID-19 Vaccine Portal. You can also receive an invitation by registering for your appointment at [TakeMyShot.nc.gov](https://takemyshot.nc.gov).

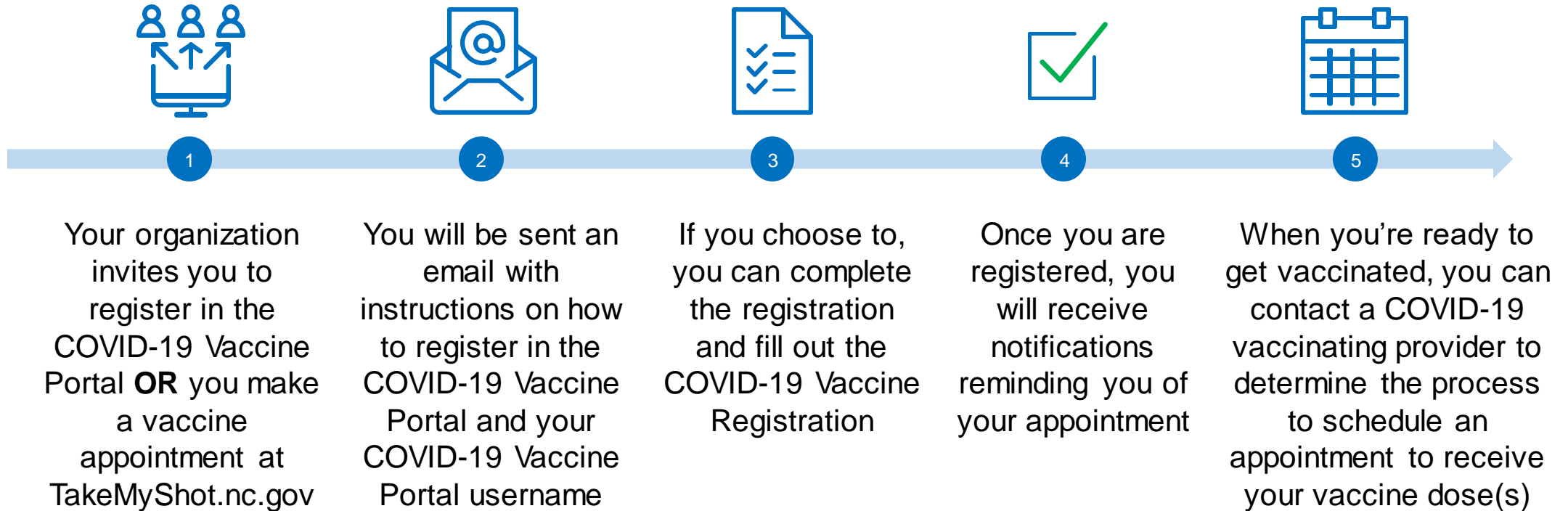
*In this guide, you will learn how to:*

1. Complete the COVID-19 Vaccine Registration
2. Update your personal details, if needed
3. View your vaccine record which includes your proof of vaccination after receiving your COVID-19 vaccine

The link to the COVID-19 Vaccine Portal is <https://covid-vaccine-portal.ncdhhs.gov>

**Now, let's get started!**

# COVID-19 Vaccine Portal Overview



**Note:** If you are unable to register by yourself, you can contact a participating COVID-19 vaccinating provider to register in the COVID-19 Vaccine Portal prior to receiving the COVID-19 vaccine. You can go to <https://covid19.ncdhhs.gov/findyourspot> to find participating COVID-19 vaccinating providers.

# Register for the COVID-19 Vaccine Portal

# Step 1 of 7: Register for the COVID-19 Vaccine Portal

From: Vaccine Management System <nccvms@dhhs.nc.gov>  
Date: Thu, Feb 4, 2021 at 6:58 PM  
Subject: Welcome to the North Carolina COVID-19 Vaccine Portal  
To: nichelle.testing@gmail.com <nichelle.testing@gmail.com>

**YOU HAVE A SPOT. TAKE YOUR SHOT.**

Welcome to the COVID-19 Vaccine Portal

Dear John Appleseed,

You are receiving this email because:

- your health care provider, employer, or a partner organization pre-registered you to receive a COVID-19 vaccine,
- you scheduled a COVID-19 vaccine appointment, or
- you provided your email when you received a COVID-19 vaccine from a North Carolina provider.

To access the COVID-19 Vaccine Portal, please [click here](#) to create your password. Once you have set-up your password, you will be able to complete the vaccine registration. You will also be able to receive a reminder to get your second dose and access your vaccine record.


You can access the COVID-19 Vaccine Portal anytime at: <https://uat-ncdhhs.cs33.force.com>

You will need your username each time you log in.  
Username: [nichelle.testing@gmail.com](mailto:nichelle.testing@gmail.com)

**Need support?** Submit your question to the help desk here: [Submit Ticket](#)  
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit [YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov) for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

You will receive an email inviting you to register on the COVID-19 Vaccine Portal.

The email will come from:

Vaccine Management System [nccvms@dhhs.nc.gov](mailto:nccvms@dhhs.nc.gov)

**Email Subject:** Welcome to the North Carolina COVID-19 Vaccine Portal

This **EMAIL CONTAINS A LINK TO SETUP YOUR PASSWORD.** Your **COVID-19 Vaccine Portal USERNAME** is listed in the email.

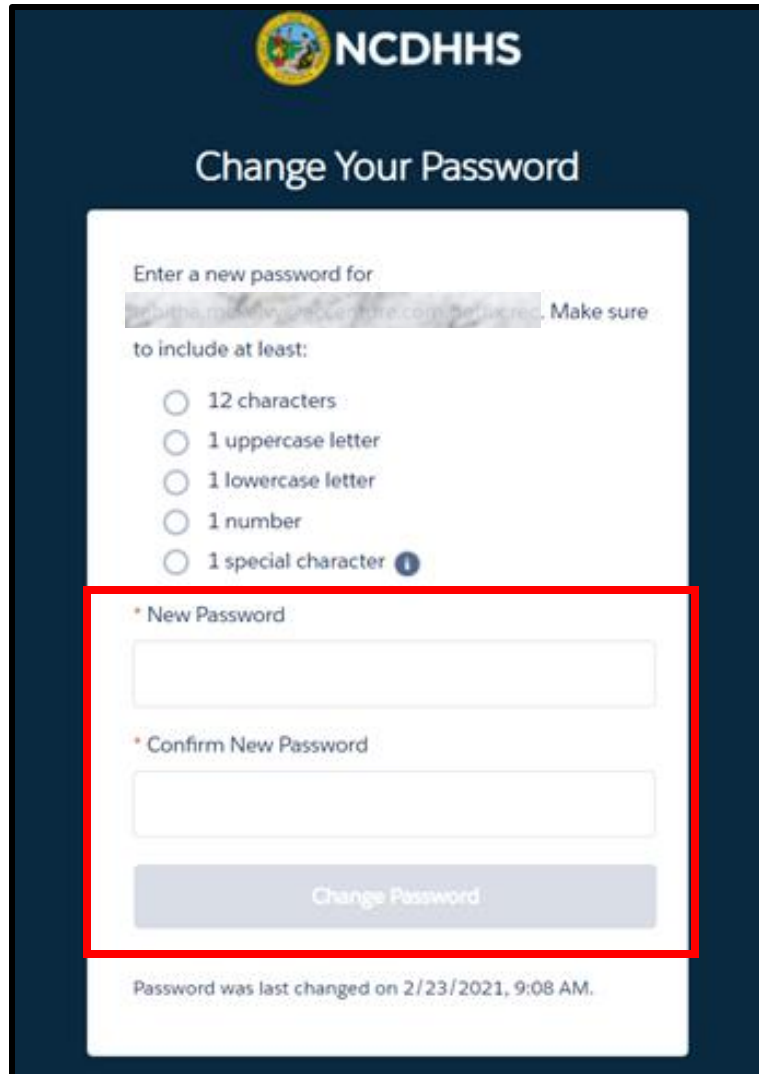
1. Click the **LINK** in the email
2. When the password setup page appears, follow the instructions to create your password


## Quick Tip:

If you do not have a valid email address or do not want to register, you can contact any participating COVID-19 vaccinating provider to schedule an appointment for a COVID-19 vaccine. Go to <https://covid19.ncdhhs.gov/findyourspot> to see a list of vaccinating providers.



## Step 2 of 7: Change your COVID-19 Vaccine Portal Password



 **NCDHHS**

### Change Your Password

Enter a new password for [masked email]. Make sure to include at least:

- ☐ 12 characters
- ☐ 1 uppercase letter
- ☐ 1 lowercase letter
- ☐ 1 number
- ☐ 1 special character ⓘ

\* New Password

\* Confirm New Password

Change Password

Password was last changed on 2/23/2021, 9:08 AM.

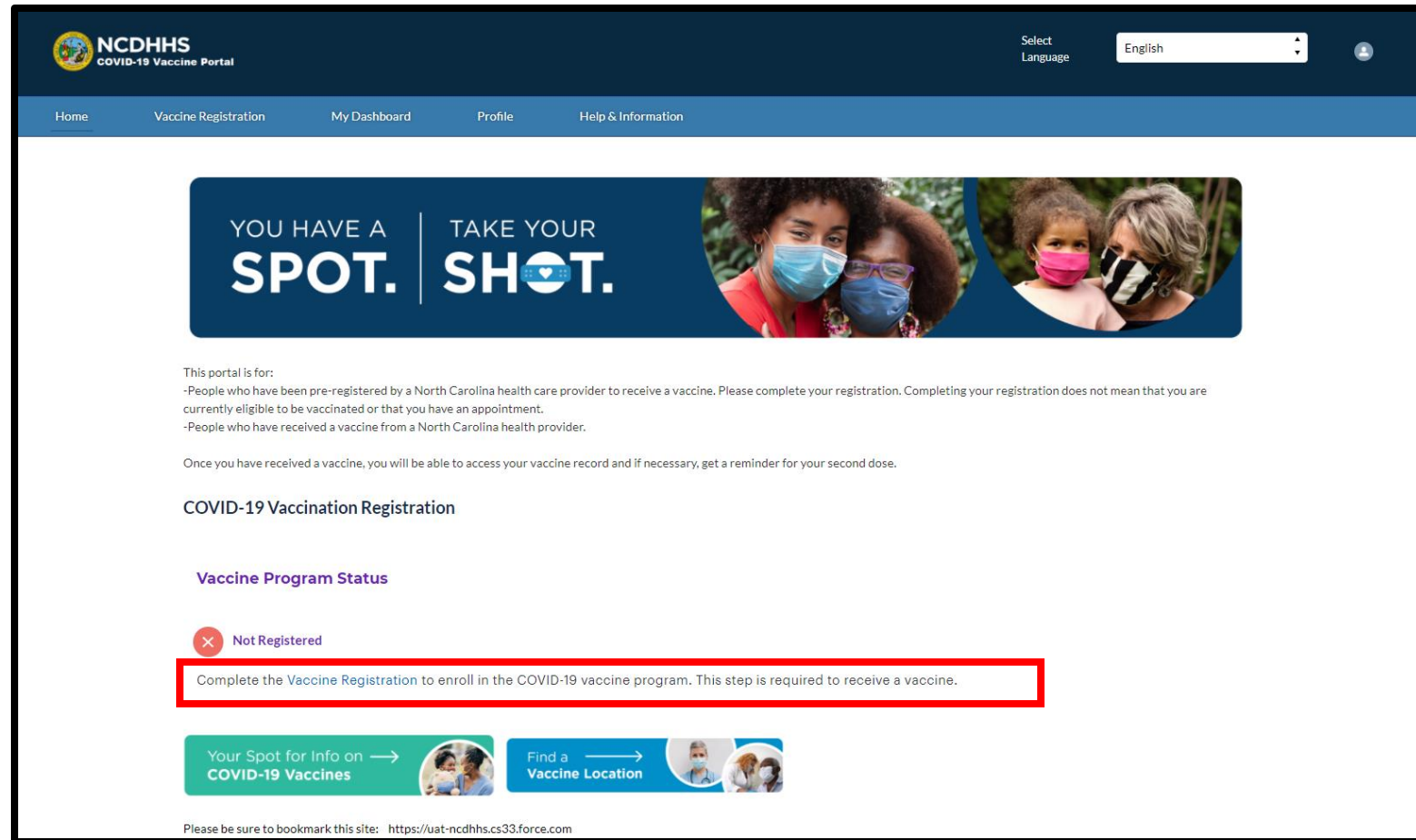
1. Follow the prompts to create a password for the COVID-19 Vaccine Portal
2. Click **CHANGE PASSWORD**
3. You will be directed to the COVID-19 Vaccine Portal Homepage

### Quick Tip:

Choose a password that meets the criteria specified on the page.

## Step 3 of 7: Complete the COVID-19 Vaccine Registration

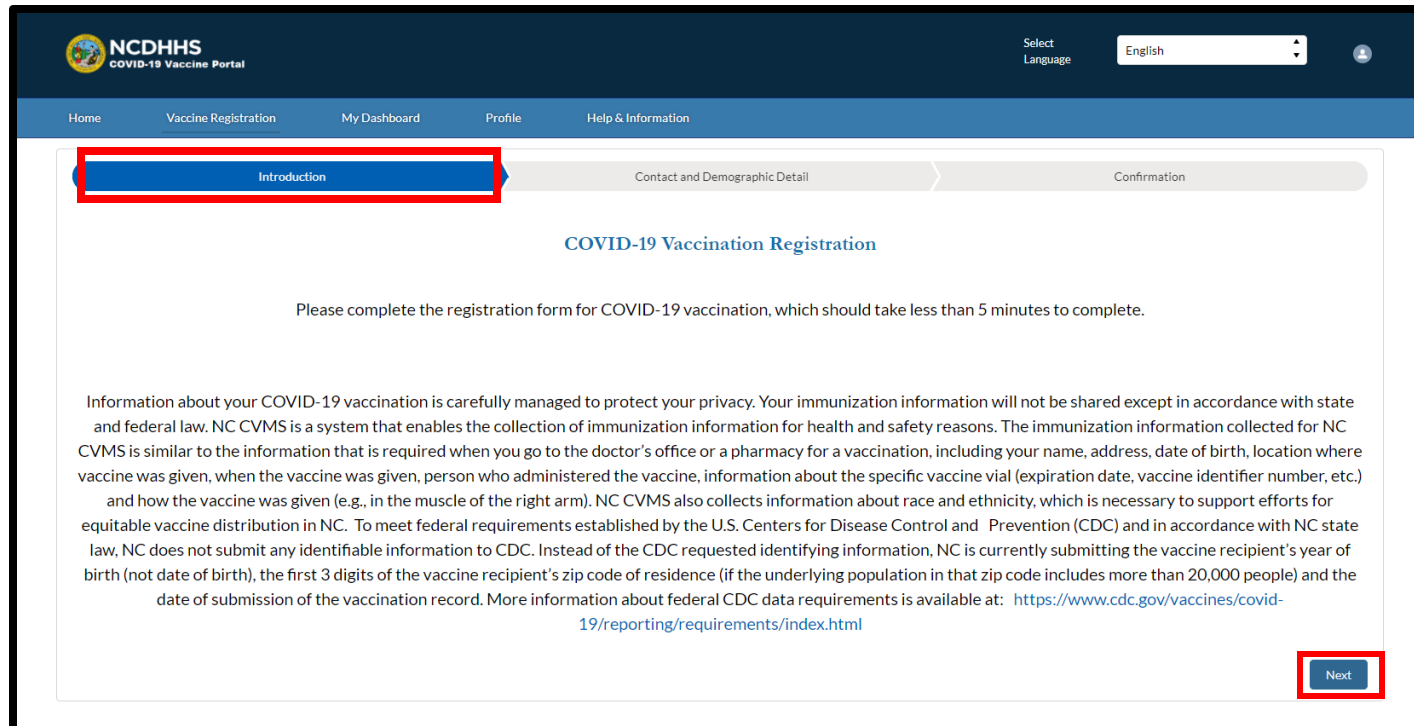
1. From the Home Page, you will be prompted to complete the **COVID-19 VACCINE REGISTRATION**
2. Click **COVID-19 VACCINE REGISTRATION**
3. After completing the COVID-19 Vaccine Registration, you will receive your **CONFIRMATION OF REGISTRATION**



## Step 4 of 7: Begin COVID-19 Vaccine Registration

After clicking COVID-19 Vaccine Registration, the COVID-19 Vaccine Registration appears. You must complete the registration to receive your registration confirmation. **The COVID-19 Vaccine Registration must be completed either by you in the COVID-19 Vaccine Portal prior to your first dose appointment or by the participating COVID-19 vaccinating provider on your behalf at the time of your first dose appointment for you to receive the COVID-19 vaccine.**

1. **READ** the statement before starting the Vaccine Registration process
2. Click **NEXT** to continue the Vaccine Registration process



The screenshot shows the NCDHHS COVID-19 Vaccine Portal. The header includes the NCDHHS logo, the text "COVID-19 Vaccine Portal", a language selector set to "English", and a user profile icon. The navigation bar contains links for Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. Below the navigation bar, a progress bar shows three steps: "Introduction" (highlighted with a red box), "Contact and Demographic Detail", and "Confirmation". The main content area is titled "COVID-19 Vaccination Registration" and contains the following text: "Please complete the registration form for COVID-19 vaccination, which should take less than 5 minutes to complete." Below this is a detailed privacy statement: "Information about your COVID-19 vaccination is carefully managed to protect your privacy. Your immunization information will not be shared except in accordance with state and federal law. NC CVMS is a system that enables the collection of immunization information for health and safety reasons. The immunization information collected for NC CVMS is similar to the information that is required when you go to the doctor's office or a pharmacy for a vaccination, including your name, address, date of birth, location where vaccine was given, when the vaccine was given, person who administered the vaccine, information about the specific vaccine vial (expiration date, vaccine identifier number, etc.) and how the vaccine was given (e.g., in the muscle of the right arm). NC CVMS also collects information about race and ethnicity, which is necessary to support efforts for equitable vaccine distribution in NC. To meet federal requirements established by the U.S. Centers for Disease Control and Prevention (CDC) and in accordance with NC state law, NC does not submit any identifiable information to CDC. Instead of the CDC requested identifying information, NC is currently submitting the vaccine recipient's year of birth (not date of birth), the first 3 digits of the vaccine recipient's zip code of residence (if the underlying population in that zip code includes more than 20,000 people) and the date of submission of the vaccination record. More information about federal CDC data requirements is available at: <https://www.cdc.gov/vaccines/covid-19/reporting/requirements/index.html>". At the bottom right of the form, there is a blue "Next" button highlighted with a red box.

# Step 5 of 7: Enter Your Contact and Demographic Details

You will first enter your **CONTACT AND DEMOGRAPHIC DETAILS**.

1. Enter **ALL REQUIRED FIELDS**
2. Answer the **REQUIRED QUESTION** at the bottom of the page
3. Click **NEXT** at the bottom of the page

Introduction

Contact and Demographic Detail

Confirmation

Please provide the information below. Items with a \* are required.

* First Name John	Middle Name 	* Last Name Appleseed
* Address 		
* City 	* County --None--	
* State --None--	* Zip Code 	
Email jappleseed@venture.com	Home Phone 	
Mobile Phone 	* The best way to contact you --None--	
* Date of Birth (MM/DD/YYYY) Apr 11, 2002	* Race --None--	
* Ethnicity --None--	* Gender --None--	
Preferred Language --None--		

\*Providing a Language preference will not provide translated text/communication, except Spanish.

Please check all disabilities that apply to you:

- ☒ Not Disabled
- ☐ Cancer
- ☐ Cognitive (Psychological or Psychiatric)
- ☐ Neurological
- ☐ Physical (Mobility)
- ☐ Respiratory
- ☐ Sensory (Vision or Hearing)
- ☐ Other (Please Specify)

Next

## Step 6 of 7: Confirm Your Background Information

**REVIEW** the information you entered before submitting the COVID-19 Vaccine Registration.

1. If the information is correct, click **SUBMIT**
2. To make a change, click **PREVIOUS**

Vaccine Registration for: John Appleseed

Introduction > Contact and Demographic Detail > Confirmation

**Confirm and submit to enroll**

Please review the information below and confirm that it is correct. Click submit to complete your registration.

**Background Information**

First Name John  
Middle Name  
Last Name Appleseed  
Address 2233 Apple Seed  
City Raleigh  
County Alamance  
State North Carolina  
Zip Code 20000  
Country: United States  
Email john.appleseed@gmail.com  
Home Phone  
Mobile Phone  
The best way to contact you Email  
Date of Birth (MM/DD/YYYY) 4/11/2002  
Race American Indian or Alaska Native  
Ethnicity Hispanic or Latino  
Gender Male  
Preferred Language English  
Disability Neurological

Previous Submit

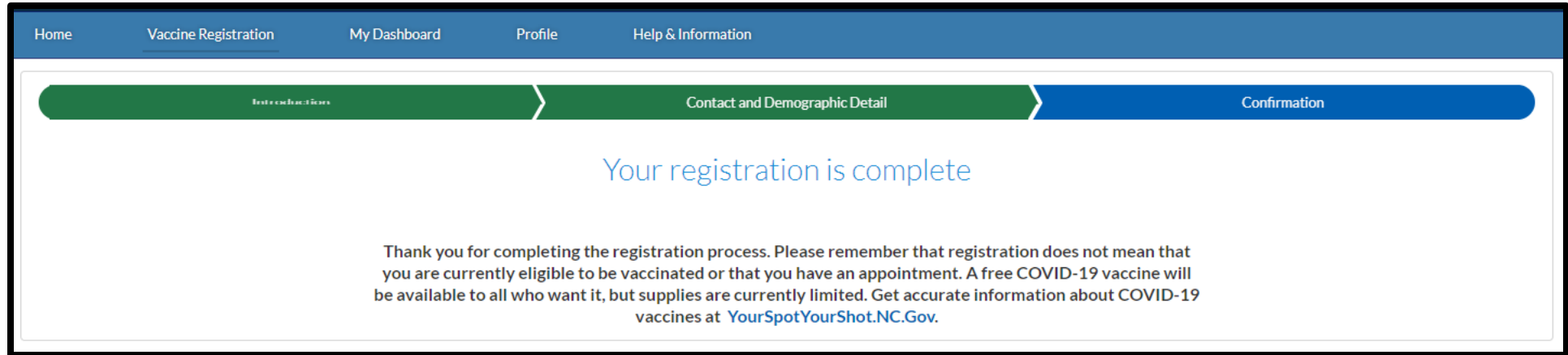
### Quick Tip:

You will be able to update this information after you submit the form.



## Step 7 of 7: Confirmation of Completed Registration

**REVIEW** the confirmation of the COVID-19 Vaccine Registration.



The screenshot shows a web application interface for COVID-19 vaccine registration. At the top is a blue navigation bar with links: Home, Vaccine Registration (underlined), My Dashboard, Profile, and Help & Information. Below the navigation bar is a progress indicator consisting of three green rounded rectangles with white chevrons pointing right. The first rectangle is labeled 'Test and Eligibility', the second is 'Contact and Demographic Detail', and the third is 'Confirmation' (highlighted in blue). The main content area has a light blue background and contains the text 'Your registration is complete' in a large, light blue font. Below this, a paragraph of text reads: 'Thank you for completing the registration process. Please remember that registration does not mean that you are currently eligible to be vaccinated or that you have an appointment. A free COVID-19 vaccine will be available to all who want it, but supplies are currently limited. Get accurate information about COVID-19 vaccines at [YourSpotYourShot.NC.Gov](https://YourSpotYourShot.NC.Gov).'

# Log on to the COVID-19 Vaccine Portal

# Step 1 of 4: Log on to the COVID-19 Vaccine Portal

*After registering for a COVID-19 Vaccine Portal account, you may log on to the COVID-19 Vaccine Portal.*

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION** or **LOGIN**
2. The Login page will appear

**NCDHHS**  
COVID-19 Vaccine Portal

Home Help & Information

Preferred Language  
English (US)

**YOU HAVE A SPOT. TAKE YOUR SHOT.**

**COVID-19 Vaccination Registration**

This portal is for:

- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration.

Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

**Login to Complete Registration**

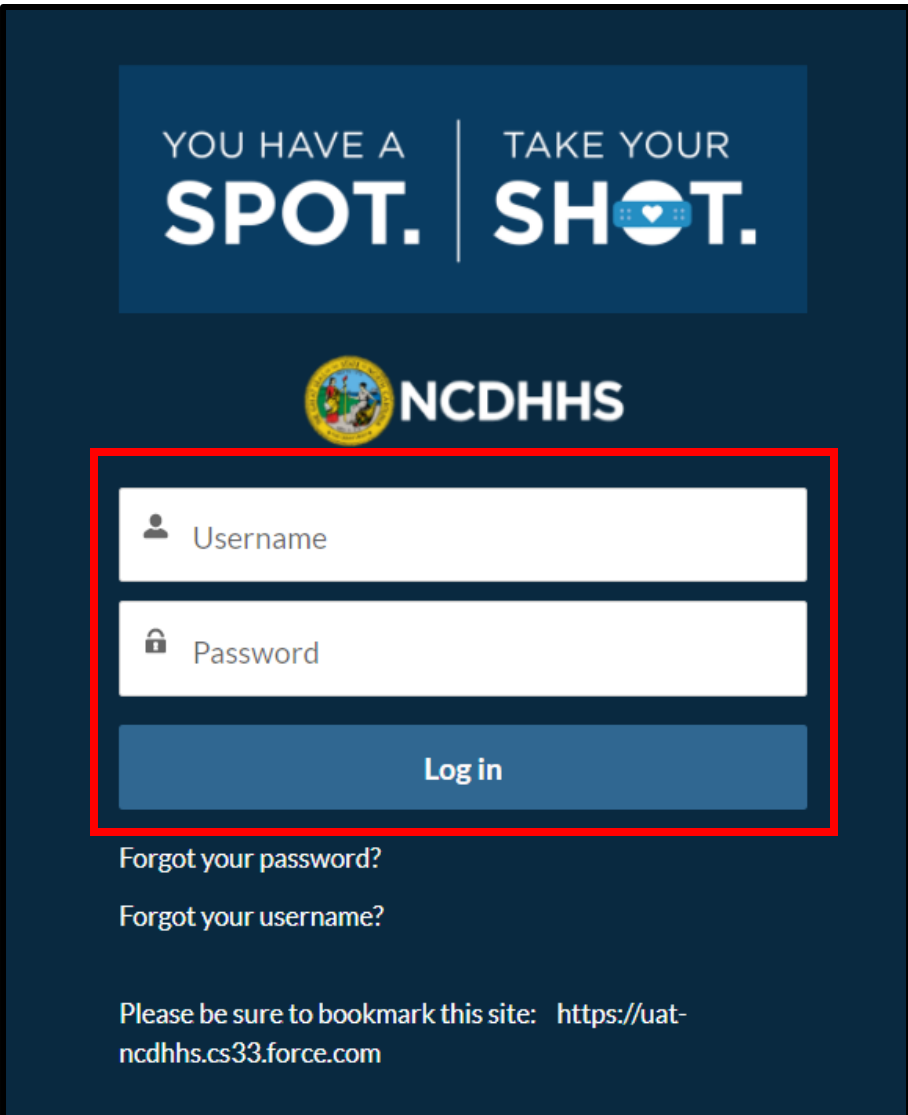
## Step 2 of 4: Enter Username and Password

1. On the Login page, enter your **USERNAME** and **PASSWORD**
2. Click **LOGIN**


### Quick Tip:


Refer to your email from *Vaccine Management System* for your username.


Your COVID-19 Vaccine Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.



YOU HAVE A **SPOT.** | TAKE YOUR **SHOT.**

 **NCDHHS**

 Username

 Password

**Log in**

[Forgot your password?](#)

[Forgot your username?](#)

Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com>

## Step 3 of 4: View the Homepage

1. After logging on, the **COVID-19 Vaccine Portal HOMEPAGE** appears
2. The Homepage displays your **VACCINE PROGRAM STATUS** and indicates if you are **REGISTERED**

The screenshot displays the NCDHHS COVID-19 Vaccine Portal homepage. At the top, there is a dark blue header with the NCDHHS logo and the text "COVID-19 Vaccine Portal". To the right of the header, there is a "Select Language" dropdown menu set to "English" and a user profile icon. Below the header is a light blue navigation bar with links: "Home", "Vaccine Registration", "My Dashboard", "Profile", and "Help & Information". The main content area features a large blue banner with the text "YOU HAVE A SPOT. | TAKE YOUR SHOT." and images of people wearing masks. Below the banner, there is a section titled "This portal is for:" with two bullet points: "-People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment." and "-People who have received a vaccine from a North Carolina health provider." Below this, a line of text states: "Once you have received a vaccine, you will be able to access your vaccine record and if necessary, get a reminder for your second dose." The next section is titled "COVID-19 Vaccination Registration". Below this, there is a section titled "Vaccine Program Status" which is highlighted with a red border. Inside this section, there is a green checkmark icon followed by the text "Registered". Below this, it says "You are currently registered in the COVID-19 Vaccine Program." At the bottom of the red-bordered section, there are two buttons: "Your Spot for Info on COVID-19 Vaccines" and "Find a Vaccine Location". Below the red-bordered section, there is a line of text: "Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com>". The next section is titled "Your Information is Protected" and contains the text: "Personal information about your vaccination and health is carefully managed to protect your privacy. Information is kept confidential under law and is not shared with ICE for immigration".

**NCDHHS**  
COVID-19 Vaccine Portal

Select Language: English

Home Vaccine Registration My Dashboard Profile Help & Information

**YOU HAVE A SPOT. | TAKE YOUR SHOT.**

This portal is for:

- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider.

Once you have received a vaccine, you will be able to access your vaccine record and if necessary, get a reminder for your second dose.

**COVID-19 Vaccination Registration**

**Vaccine Program Status**

✓ Registered

You are currently registered in the COVID-19 Vaccine Program.

Your Spot for Info on COVID-19 Vaccines → Find a Vaccine Location →

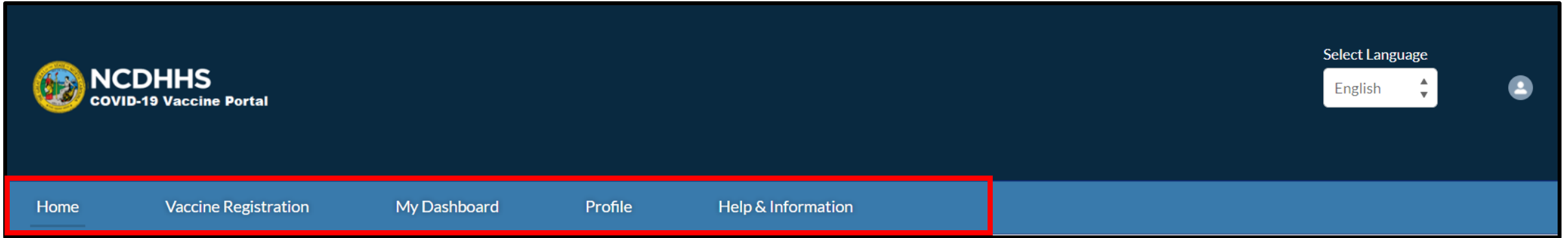
Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com>

**Your Information is Protected**

Personal information about your vaccination and health is carefully managed to protect your privacy. Information is kept confidential under law and is not shared with ICE for immigration



## Step 4 of 4: View the COVID-19 Vaccine Portal Tabs



In the COVID-19 Vaccine Portal, **TABS** help you navigate between pages.

1. Use the **HOME** tab to return to the Homepage
2. Use the **VACCINE REGISTRATION** tab to register for the COVID-19 vaccine.
  - You can only register once, after registration is complete, refer to the **Update COVID-19 Vaccine Registration** section in this training guide.
  - For initial registration, refer to the **Register for the COVID-19 Vaccine Portal** section.
3. Use the **MY DASHBOARD** tab to view your Appointments and your Vaccine Record
4. Use the **PROFILE** tab to update your personal information
5. Use the **HELP & INFORMATION** tab for Frequently Asked Questions and Support information

# Manage Forgotten Username or Password

# Step 1 of 6: Log on to the COVID-19 Vaccine Portal

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION** or **LOGIN**
2. The Login page appears

**NCDHHS**  
COVID-19 Vaccine Portal

Home Help & Information

Preferred Language  
English (US)

**YOU HAVE A SPOT. TAKE YOUR SHOT.**

**COVID-19 Vaccination Registration**

This portal is for:

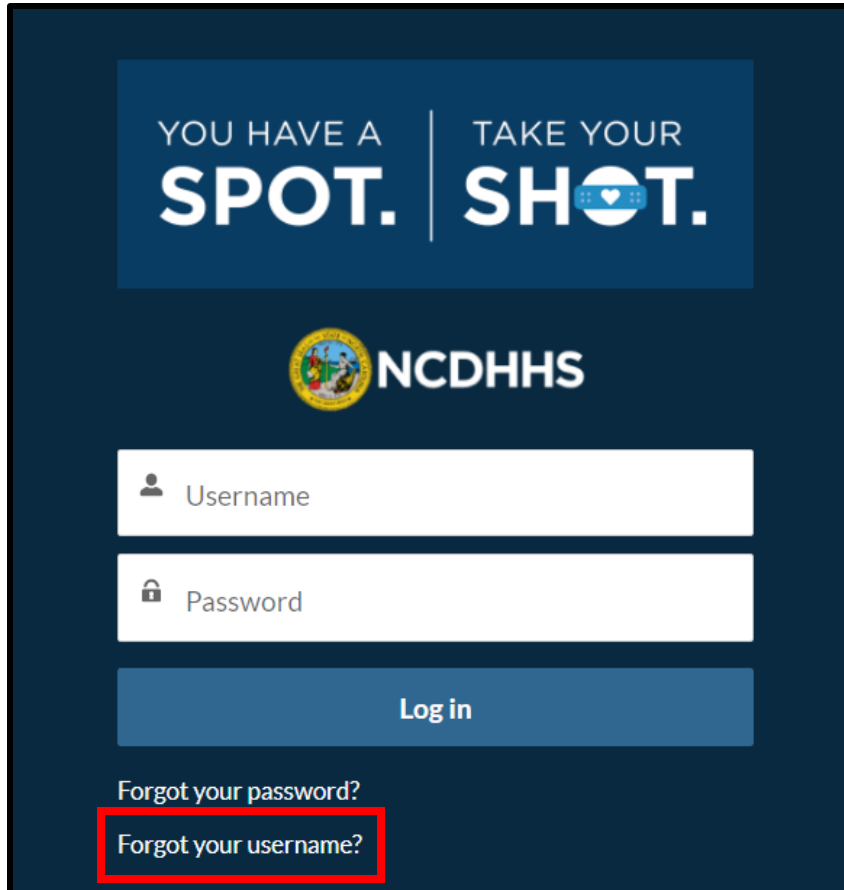
- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration.

Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

Login to Complete Registration

## Step 2 of 6: Retrieve a Forgotten Username (if necessary)

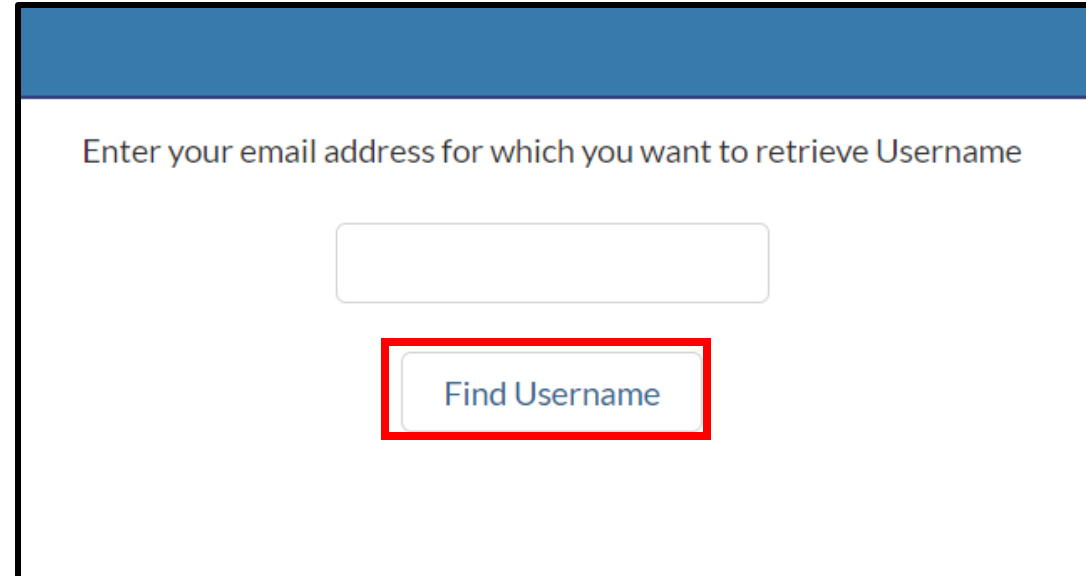
1. Click **FORGOT YOUR USERNAME?**
2. You will see the Find Username page. Enter the email address used to register for the COVID-19 Vaccine Portal.
3. Click **FIND USERNAME** and an email will be sent including your username for the COVID-19 Vaccine Portal.



The screenshot shows the NCDHHS login page. At the top, it says "YOU HAVE A SPOT. | TAKE YOUR SHOT." with a bandage icon over the 'O' in SHOT. Below this is the NCDHHS logo. There are two input fields: "Username" and "Password". A blue "Log in" button is below the password field. At the bottom left, there are two links: "Forgot your password?" and "Forgot your username?". The "Forgot your username?" link is highlighted with a red rectangle.

### Quick Tip:

Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.




The screenshot shows the "Find Username" page. It has a blue header bar. Below the header, it says "Enter your email address for which you want to retrieve Username". There is a white input field for the email address. Below the input field is a blue button labeled "Find Username", which is highlighted with a red rectangle.

## Step 3 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with your username enclosed
2. To return to the COVID-19 Vaccine Portal, click the COVID-19 Vaccine Portal link in the email.


YOU HAVE A  
**SPOT.**

TAKE YOUR  
**SHOT.**



Dear Vaccine Recipient,

Your Username(s) associated with this Email-Id are :




To return to the COVID-19 Vaccine Portal, visit: <https://hotfix-ncdhhs.cs33.force.com>

**Need Support?** Submit your question to the help desk here: [Submit Ticket](#)  
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.


Visit [YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov) for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

*NC Department of Health and Human Services  
Division of Public Health*



NC DEPARTMENT OF  
HEALTH AND  
HUMAN SERVICES

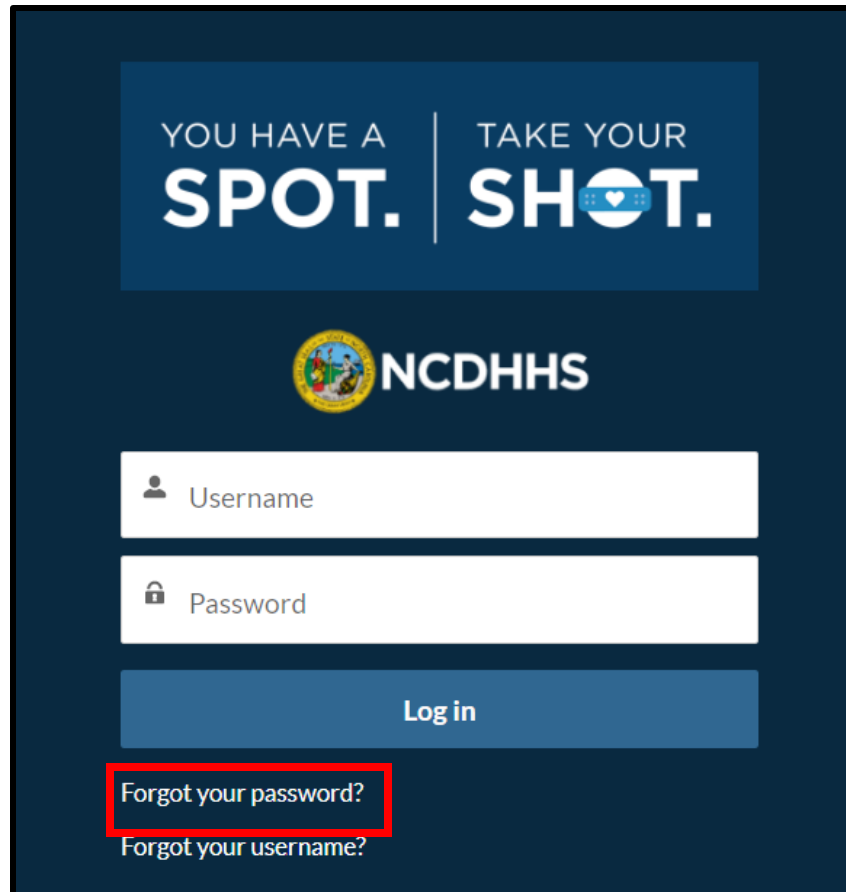


NC DEPARTMENT OF  
HEALTH AND  
HUMAN SERVICES





## Step 4 of 6: Initiate the Password Reset (if necessary)


1. Click **FORGOT YOUR PASSWORD?**
2. You will see the Password Reset page. Enter your COVID-19 Vaccine Portal **USERNAME**
3. Click **RESET PASSWORD**



YOU HAVE A **SPOT.** | TAKE YOUR **SHOT.**

 **NCDHHS**

 Username

 Password

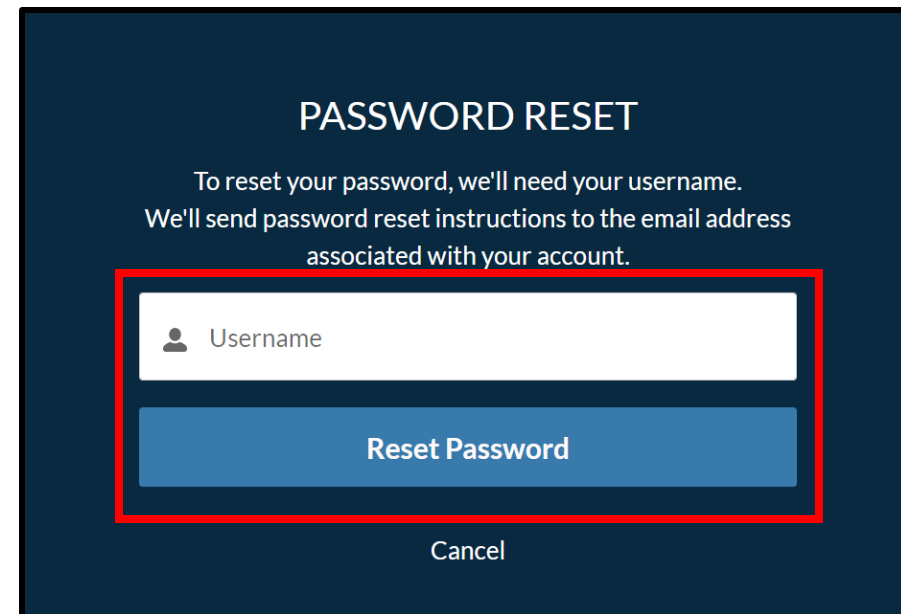
**Log in**

**Forgot your password?**

Forgot your username?


### Quick Tip:

Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.



**PASSWORD RESET**

To reset your password, we'll need your username.  
We'll send password reset instructions to the email address associated with your account.

 Username

**Reset Password**



Cancel

## Step 5 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with a link to reset your password.
2. Open the Email. Click the **RESET PASSWORD LINK.**
3. The Reset Password page will appear.

YOU HAVE A  
**SPOT.**

TAKE YOUR  
**SHOT.**



Dear Recipient TestLast2100,

Your password was reset for the **COVID-19 Vaccine Portal**.

Please click on the link below to create your new password:  
[Reset Password](#)


To return the COVID-19 Vaccine Portal, visit: <https://covid-vaccine-portal.ncdhhs.gov>

**Need Support?** Submit your question to the help desk here: [Submit Ticket](#)  
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit [YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov) for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

**NC Department of Health and Human Services**  
**Division of Public Health**



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

## Step 6 of 6: Enter your New Password

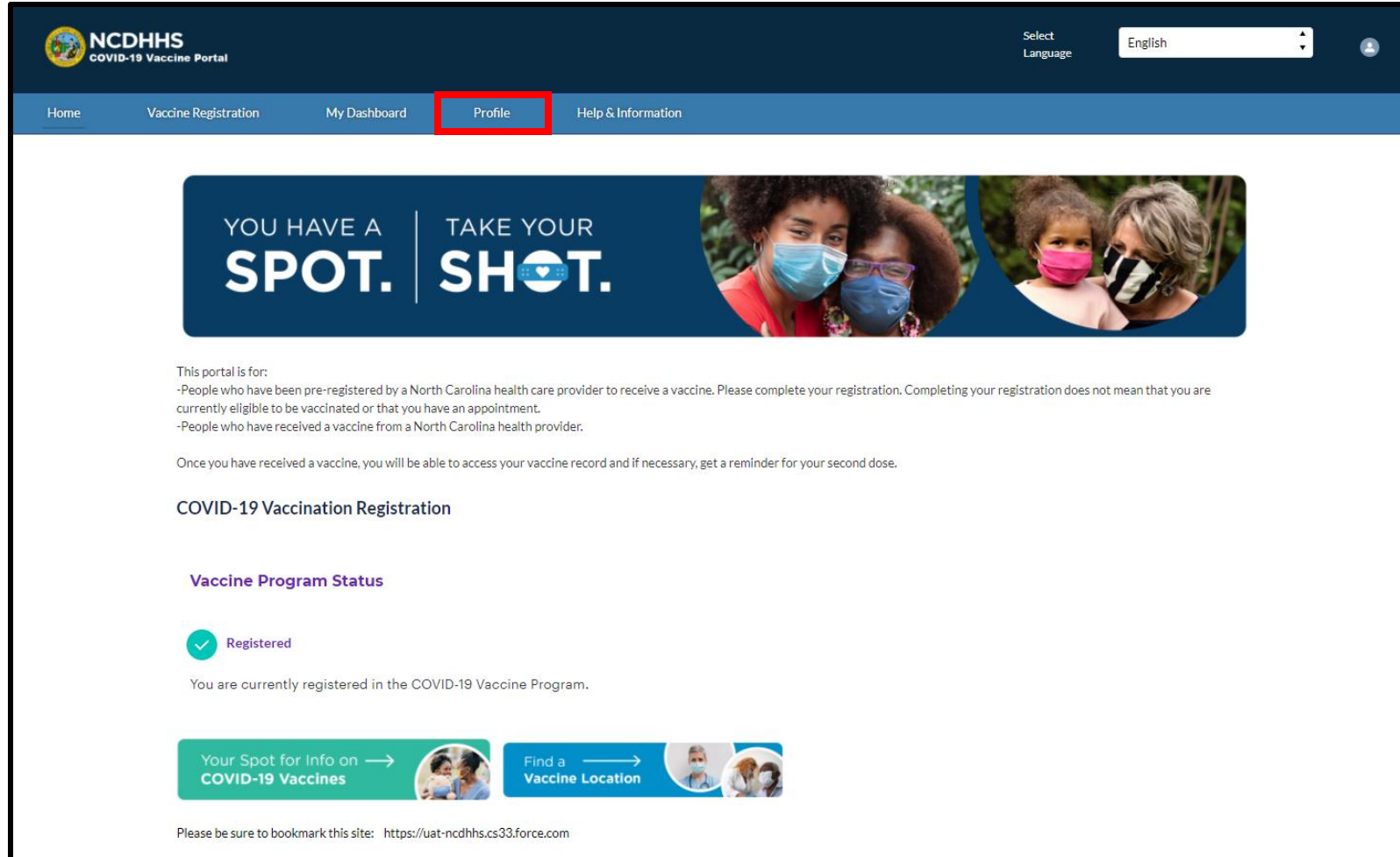
1. Enter a **NEW PASSWORD**. On this page, you will see Password Criteria. Your Password must meet the criteria.
2. **CONFIRM THE NEW PASSWORD**. Your password must match.
3. Click **CHANGE PASSWORD**.
4. You will be logged into the COVID-19 Vaccine Portal. You successfully reset your password!

# Update Personal Information

# Step 1 of 3: Navigate to Profile

You will be able to **UPDATE YOUR PROFILE** in the COVID-19 Vaccine Portal.

1. From the home page, click **PROFILE**
2. You will be directed to your **PROFILE PAGE**



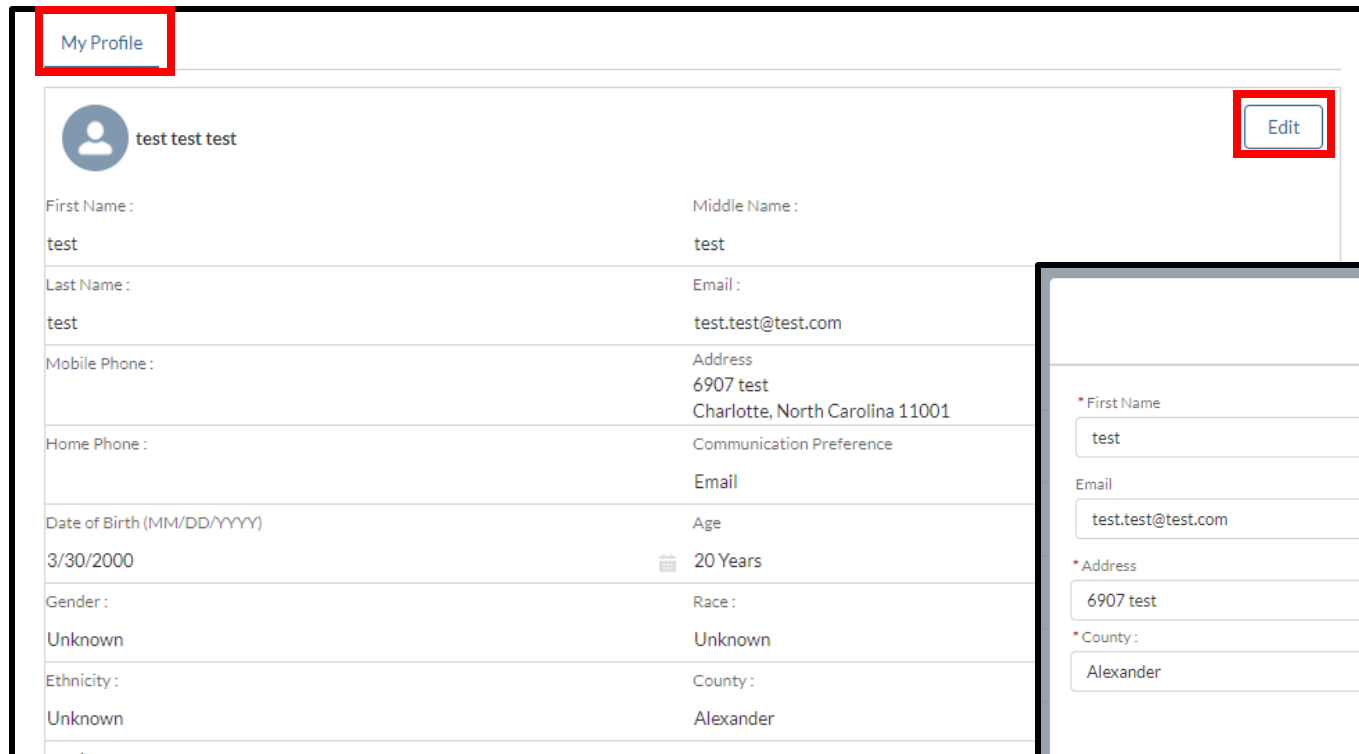
## Step 2 of 3: Edit Personal Information

From the **PROFILE PAGE**, you can edit your Personal Information.

1. Click **EDIT**
2. Update your information as needed in the pop-up window.
3. Click **UPDATE**

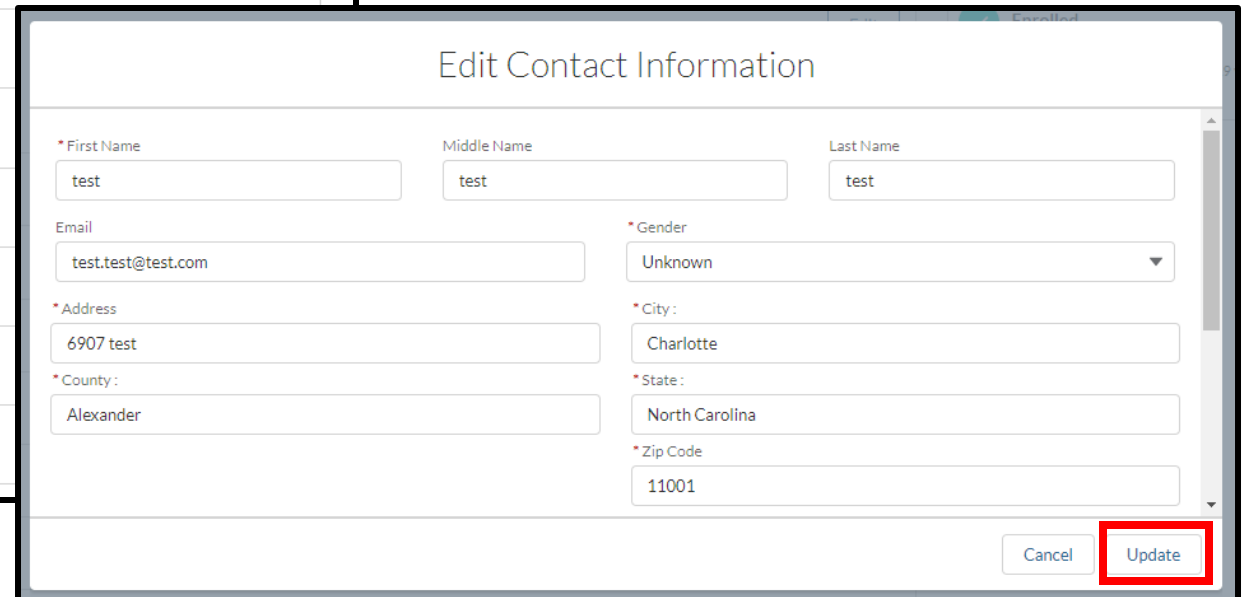
### Quick Tip:

To close Edit Contact Information without saving, click Cancel.



The screenshot shows the 'My Profile' page. The 'My Profile' tab is highlighted with a red box. The 'Edit' button is also highlighted with a red box. The profile information is as follows:

Field	Value
First Name	test
Middle Name	test
Last Name	test
Email	test.test@test.com
Mobile Phone	
Address	6907 test Charlotte, North Carolina 11001
Home Phone	
Communication Preference	
Email	
Date of Birth (MM/DD/YYYY)	3/30/2000
Age	20 Years
Gender	Unknown
Race	Unknown
Ethnicity	Unknown
County	Alexander




The screenshot shows the 'Edit Contact Information' pop-up window. The 'Update' button is highlighted with a red box. The form fields are as follows:

Field	Value
* First Name	test
Middle Name	test
Last Name	test
Email	test.test@test.com
* Gender	Unknown
* Address	6907 test
* City	Charlotte
* County	Alexander
* State	North Carolina
* Zip Code	11001

# Step 3 of 3: View Updated Personal Information

After updating your personal information, the **SUCCESS** banner appears. Your updates were saved.



✔ Success

✕

Select Language

English

Home


Vaccine Registration

My Dashboard

Profile

Help & Information

My Profile

test test test

Edit

First Name :	Middle Name :
test	test
Last Name :	Email :
test	test.test@test.com
Mobile Phone :	Address
	6907 test
	Charlotte, North Carolina 11001
Home Phone :	Communication Preference
	Email
Date of Birth (MM/DD/YYYY)	Age
3/30/2000	20 Years
Gender :	Race :
Unknown	Unknown
Ethnicity :	County :
Unknown	Alexander

Vaccine Program Status

✔ Enrolled

You are currently enrolled in the COVID-19 vaccine program, and are eligible to receive a vaccine.

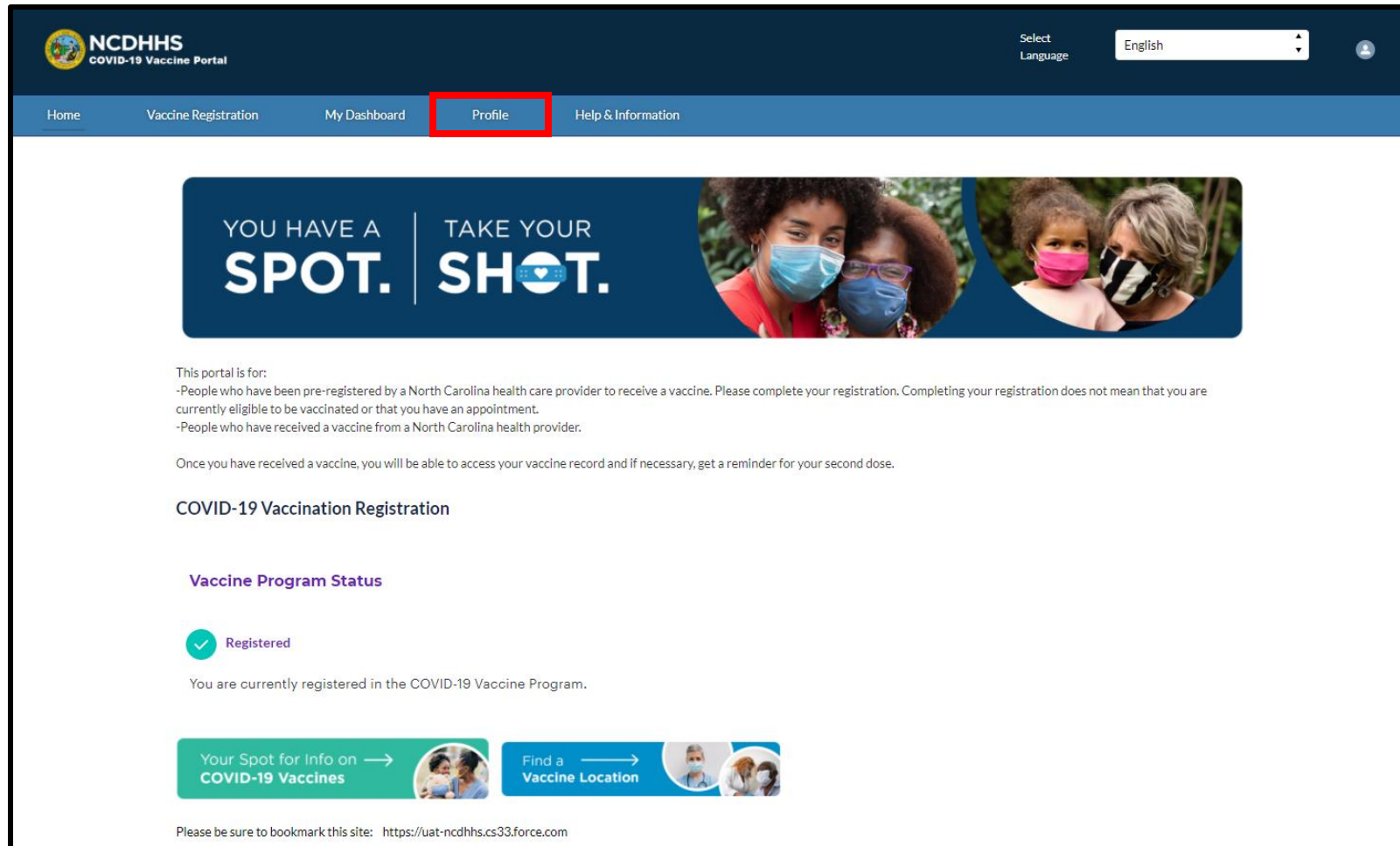


# View Vaccine Record

# Step 1 of 2: Navigate to My Dashboard

Once you receive the COVID-19 vaccine (first dose, second dose, or both), you will be able to **VIEW YOUR VACCINATION DETAILS** in the COVID-19 Vaccine Portal.

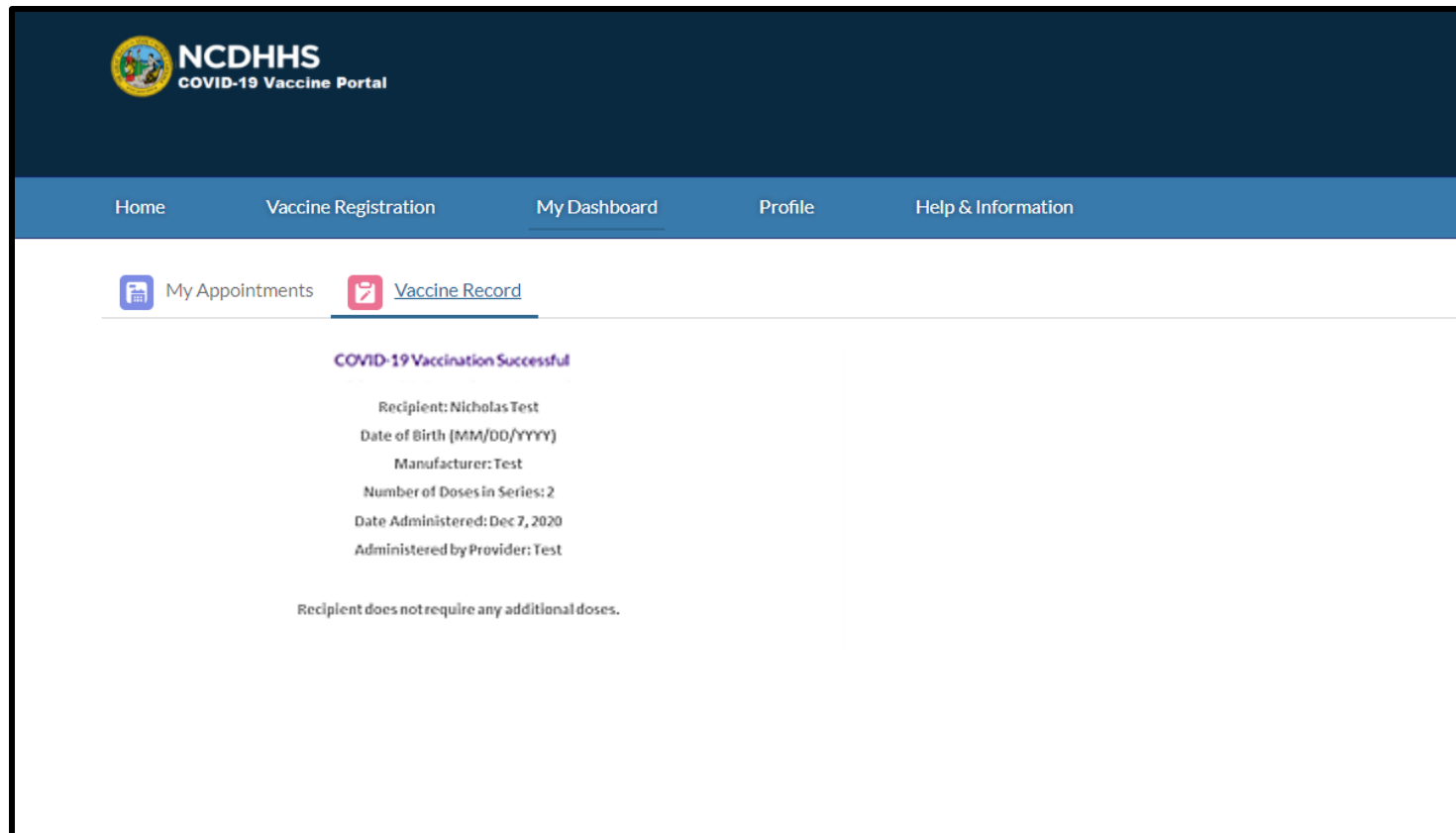
1. From the home page, click **MY DASHBOARD**. You will be directed to the **MY DASHBOARD PAGE**



## Step 2 of 2: Navigate to Vaccine Record

Navigate to **MY DASHBOARD**. You can view your Vaccine information under **VACCINE RECORD**.

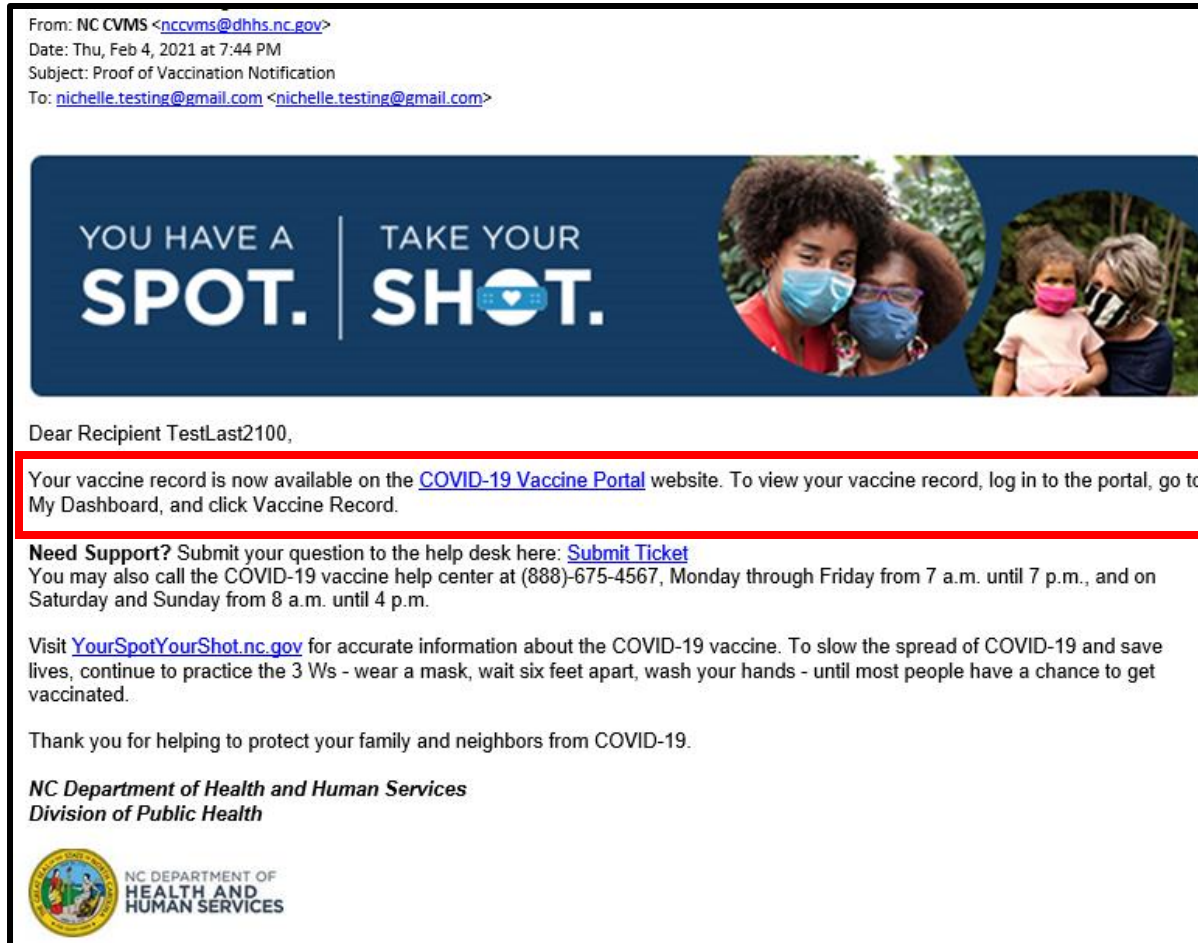
1. Click **VACCINE RECORD**
2. You will be directed to the **VACCINE RECORD PAGE**



# Proof of Vaccination

Once you receive the first dose and / or second dose of the COVID-19 vaccine, an email will be sent to the email address in your profile in the COVID-19 Vaccine Portal (if any). This email will inform you how to view your Vaccine Record within the COVID-19 Vaccine Portal.

This email will be sent from the Vaccine Management System at [nccvms@dhhs.nc.gov](mailto:nccvms@dhhs.nc.gov).



# Receive Reminders for your Second Dose Appointment

## Post-Vaccine Administration Reminders (if necessary)

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**IF YOUR VACCINE REQUIRES AN ADDITIONAL DOSE**, you will be sent **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS** after you received your first dose. Please be mindful of the timing requirements for the second dose and make an appointment with your provider if they did not already do so during your first dose vaccination appointment.

1. The first reminder is sent **24 HOURS** after your first dose is entered into the COVID-19 Vaccine Management System (CVMS) by the vaccinating provider
2. The second reminder is sent **ONE WEEK AFTER** the first dose is administered.

You also will be sent a **NOTIFICATION** informing you of your **PROOF OF VACCINATION**. This will be automatically generated for you.

**NOTE: COVID-19 Vaccination Record cards should be provided to you after you receive your vaccine.**

You can request your Provider to share a completed vaccination record card with important information about the COVID-19 vaccine you received (i.e., vaccine manufacturer, lot number, date of first dose administration, and second dose due date (if applicable)).

### Quick Tip:

Take a picture of the vaccination record card you receive from your Provider to help keep track of the second dose due date.

# Appendix



# Additional Notes

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## Support Information:

- All questions should be directed to the COVID-19 Vaccine Help Center at **(888) 675-4567**

## Supported Web Browsers:

- Please use the latest version of Chrome, Edge (Chromium only), Firefox, or Safari browsers to access the COVID-19 Vaccine Portal
- For more information on supported browsers, see [https://help.salesforce.com/articleView?id=getstart\\_browsers\\_sfx.htm&type=5](https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5)
- Note: Internet Explorer and Edge Non-Chromium browsers will not be supported

# User Guide Change Log

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020	<ul style="list-style-type: none"> <li>Original document</li> </ul>		Azalea Troche
2	12/21/2020	<ul style="list-style-type: none"> <li>Registering is optional, COVID-19 Vaccine Registration Updates, how to reset the password</li> </ul>	6, 9, 15, 22-26	Azalea Troche
3	01/14/2021	<ul style="list-style-type: none"> <li>Update email notification for COVID-19 Vaccine Portal Account registration</li> <li>Updated COVID-19 Vaccine Registration</li> <li>Updated Branding</li> <li>Date of Birth label change</li> </ul>	9, 13, 15, 33, 34, 35  5, 11, 13, 15, 18, 20, 21, 23, 29, 30, 35, 39	Azalea Troche  Tabitha McKelvy
4	01/19/2021	<ul style="list-style-type: none"> <li>Included the email a recipient will receive after receiving a dose</li> </ul>	40	Courtney Seward
5	01/28/2021	<ul style="list-style-type: none"> <li>Updated branding on Priority Tier Grouping</li> </ul>	16	Steve DiGangi
6	02/05/2021	<ul style="list-style-type: none"> <li>Removed any mention of the covid-help email</li> </ul>	9,25,40	Courtney Seward
7	02/10/2021	<ul style="list-style-type: none"> <li>Remove Tribal question</li> </ul>	13,14, 33-35	Tabitha McKelvy
8	02/23/2021	<ul style="list-style-type: none"> <li>Update document to include all changes from Portal rebranding</li> </ul>	All Slides	Tabitha McKelvy
9	03/01/2021	<ul style="list-style-type: none"> <li>Update second dose reminder slide to reflect option for one dose</li> </ul>	44	Tabitha McKelvy
10	03/04/2021	<ul style="list-style-type: none"> <li>Update entire presentation to align with new branding and priority tiering logic</li> </ul>	All Slides	Tabitha McKelvy Kechia Scott
11	3/8/2021	<ul style="list-style-type: none"> <li>Middle name field added – updated screenshots</li> </ul>	12, 13 28-30	Tabitha McKelvy
12	3/8/2021	<ul style="list-style-type: none"> <li>Updated welcome email to not include directions regarding receiving vaccine group</li> </ul>	8	Tabitha McKelvy
13	4/14/2021	<ul style="list-style-type: none"> <li>Update slides to align with Group 5 eligibility enablement, new fields for disability and preferred language, updated self-attestation</li> </ul>	All Slides	Tabitha McKelvy